

12-60-2432/A

18 APR 1960

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The Director has asked me to investigate the allegations you made in a letter dated 4 April 1960 concerning the delay in settlement of your claim against the Agency for damage to household effects.

This investigation has been completed. You were advised on 12 April that further negotiation is currently underway with the local storage company to effect an adjustment of the damages to the deep freeze based on the detailed information you presented.

I am satisfied that Agency procedures did not unduly delay the initial disposition of your case. Full cognizance was taken of the so-called "Small Claims Act" which, incidentally, was quoted out of context with the total provisions of that regulation.

We naturally regret any delay and inconvenience occasioned by claims of this nature. At the same time, the Agency is obliged to proceed in such a manner as to safeguard U.S. Government interests. This involves inclusion in the records of documentary proof prior to final determination in each case.

Your claim for a monetary reimbursement of \$10 per week due to inconvenience has no precedence in the Agency's records of claims disbursement, but I have referred this point to the Agency's Survey Board for their consideration.

Inasmuch as we do not feel justified in taking action under the Small Claims Act, further delay is inevitable, but you may be assured every effort will be made to reduce this to a minimum.

Sincerely yours,

SIGNED

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Lyman B. Kirkpatrick

Inspector General

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